

Please add Claims 32 - 73 as follows:

Sub 32. (New) A tool for classifying an individual within an organization based on work pattern data obtained from the individual, comprising:

an interface for obtaining work pattern data associated with the individual; and  
a system for correlating the work pattern data from the individual with at least one work pattern comprising predefined characteristics so that the individual can be classified as a member of at least one work pattern group based on the correlation of the work pattern data from the individual to the predefined characteristics of the at least one work pattern corresponding to the at least one work pattern group;

wherein the work pattern data used to classify the individual within at least one work pattern group comprises (a) an amount of interaction by the individual with other individuals, (b) a degree to which work performed by the individual is focused, or (c) a degree to which work performed by the individual adheres to a defined procedure.

33. (New) The tool of Claim 32 wherein the predefined characteristics of each work pattern are based on characteristics of individuals understood to be members of a corresponding work pattern group and comprise a degree to which work performed by a member of the corresponding work pattern group is focused, an amount of interaction between a member of the corresponding work pattern group and other individuals, and a degree to which work performed by a member of the corresponding work pattern group follows a defined procedure.

34. (New) The tool of Claim 33 wherein the predefined characteristics of each work pattern further comprise a type of information used by a member of the corresponding work pattern group, a number of work foci of a member of the corresponding work pattern group, and a degree of mobility within the work environment of a member of the corresponding work pattern group.

35. (New) The tool of Claim 32 wherein the at least one work pattern group comprises a Processor group, a Keeper group, a Concierge group, a Broker group, a Player group, and a Specialist group.

36. (New) The tool of Claim 32 wherein the predefined characteristics comprise a degree to which work performed by a member of the corresponding work pattern group is task-based and a degree to which work performed by a member of the corresponding work pattern group is knowledge-based.

37. (New) The tool of Claim 32 wherein the system comprises a diagnostic engine comprising digital data stored on a digital storage medium.

38. (New) The tool of Claim 37 wherein the digital storage medium is a computer hard disk drive.

39. (New) The tool of Claim 32 wherein the interface is an interactive questionnaire.

40. (New) The tool of Claim 32 wherein the system comprises a diagnostic engine.

41. (New) The tool of Claim 32 wherein the diagnostic engine comprises a computing device.

42. (New) The tool of Claim 32 wherein the system comprises a database configured to correlate the work pattern data with the predefined characteristics of at least one work pattern.

43. (New) A system for prescribing a knowledge management solution for an individual in a work environment, comprising:

a diagnostic tool;

an interface coupled to the diagnostic tool for obtaining work pattern data associated with the individual;

a plurality of work patterns; and

a prescription tool;

wherein the diagnostic tool correlates the work pattern data with at least one of the work patterns and defines a personal profile for the individual based on the correlation and wherein the prescription tool recommends a knowledge management solution for the individual based on the personal profile.

44. (New) The system of Claim 43 further comprising a plurality of organizational information flow models wherein organizational data associated with the work environment of the individual is obtained via the interface and the diagnostic engine correlates the organizational data with the organization information flow models and the prescription tool further recommends the knowledge management solution based on the organizational correlation.

45. (New) The system of Claim 44 wherein the organizational information flow models comprise a Channeled model, a Centered model, a Pooled model and a Negotiated model.

46. (New) The system of Claim 43 wherein the work pattern data comprises data relevant to an amount of interaction by the individual with other individuals, a degree to which work performed by the individual is focused, and a degree to which work performed by the individual adheres to a defined procedure.

47. (New) The system of Claim 43 wherein each of the plurality of work patterns correspond to at least one work pattern groups comprising a Processor group, a Keeper group, a Concierge group, a Broker group, a Player group, and a Specialist group.

48. (New) The system of Claim 43 wherein the personal profile is adapted to be updated with additional work pattern data associated with the individual that is obtained via the interface.

49. (New) The system of Claim 43 further comprising a computer and wherein the diagnostic tool is operated with the computer.

50. (New) The system of Claim 49 wherein the computer is coupled to a network and the additional work pattern data is provided to the interface via the network.

51. (New) The system of Claim 50 wherein an electronic device connectable to the network collects the additional work pattern data.

52. (New) The system of Claim 51 wherein the knowledge management solution comprises the electronic device.

53. (New) The system of Claim 43 wherein the knowledge management solution comprises knowledge storage products.

54. (New) The system of Claim 43 wherein the diagnostic tool comprises digital data stored on a digital storage medium.

55. (New) The system of Claim 43 wherein the prescription tool is a product catalog.

56. (New) The system of Claim 43 wherein how the individual works within the work environment comprises how the individual collects knowledge.

57. (New) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual stores knowledge.

58. (New) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual manages knowledge.

59. (New) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual shares knowledge.

60. (New) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual collects, stores, manages, and shares knowledge.

61. (New) The system of Claim 60 wherein knowledge comprises at least one of how to arrange a workspace or how to organize a computer desktop.

62. (New) The system of Claim 43 wherein how the individual works within the work environment comprises how the individual uses information, knowledge, or technology.

63. (New) The system of Claim 43 wherein (a) the Processor group comprises a pattern characterized by a narrow work focus, highly protocolled processes, and a low interaction with others; (b) the Keeper group comprises a pattern characterized by a contextual focus, adherence to protocols and procedures governing performance of the work, logistics-orientated processes, and a moderate degree of interaction with others; (c) the Concierge group comprises a pattern characterized by a wide focus, logistics-oriented work, and a high degree of interaction with others; (d) the Broker group comprises a pattern characterized by a broad work focus, work activities that follow highly variable and unstructured processes, and a high degree of interaction with others; (e) the Player group comprises a pattern characterized by a changing and contextually focus, work that adapts to and follows variable processes, and a moderate degree of interaction with others; and (f) the Specialist group comprises a pattern characterized by a tight focus, highly specialized and defined processes, and a low degree of interaction with others.

64. (New) A method of classifying an individual in a work environment as a member of at least one of a plurality of work pattern groups corresponding to at least one of a plurality of work patterns based on work pattern data associated with the individual, the method comprising:

measuring first work pattern data of the individual representative of a degree of interaction between the individual and other individuals in the work environment;

measuring second work pattern data of the individual representative of a degree of focus associated with work performed by the individual in the work environment;

measuring third work pattern data of the individual representative of a degree of protocol governing the work performed by the individual in the work environment;

correlating first work pattern data and second work pattern data and third work pattern data of the individual at least one of the plurality of work patterns; and

classifying the individual as a member of at least one of the work pattern groups based on the correlation between work pattern data and at least one of the plurality of work patterns.

65. (New) The method of Claim 64 wherein the work pattern groups comprise a Processor group, a Keeper group, a Concierge group, a Broker group, a Player group, and a Specialist group.

66. (New) The method of Claim 64 wherein the steps of correlating and classifying are performed by a computer program.

67. (New) The method of Claim 64 further comprising:  
recommending a knowledge management solution for the individual based on the classification of the individual within at least one of the plurality of work pattern groups.

68. (New) The method of Claim 67 wherein the knowledge management solution comprises knowledge storage products.

69. (New) A method of classifying an individual in a work environment as a member of at least one of a plurality of work pattern groups comprising a first group, a second group, a third group, a fourth group, a fifth group, and a sixth group, the method comprising:

measuring a work characteristic of the individual associated with performance of work by the individual; and

identifying the individual as a member of at least one of the plurality of work pattern groups based on the work characteristic measured for the individual;

wherein work characteristics associated with the first group include a tight work focus, highly protocolled work processes, and a low degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the second group include a contextual work focus, moderately protocolled work processes, and a moderate degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the third group include a wide work focus, logistics-oriented work processes, and a high degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the fourth group include a wide work focus, highly variable work processes, and a high degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the fifth group include a contextual work focus, moderately variable work processes, and a moderate degree of interaction with other individuals in the work environment; and

wherein work characteristics associated with the sixth group include a tight work focus, well-defined work processes, and a low degree of interaction with other individuals in the work environment.

70. (New) A method for prescribing a knowledge management solution for an individual in a work environment, comprising:

defining a plurality of work pattern groups and a plurality of work pattern characteristics associated with each work pattern group;

collecting work pattern data associated with the individual relating to at least one of a group of characteristics comprising (a) an amount of interaction by the individual with other individuals, (b) a degree to which work performed by the individual is focused, or (c) a degree to which work performed by the individual adheres to a defined procedure;

correlating the work pattern data with at least one of the group of characteristics corresponding to at least one of the plurality of work pattern groups;

classifying the individual as a member of at least one of the work pattern groups based on the correlation;

defining a personal profile for the individual, the personal profile including the classification of the individual; and

recommending a knowledge management solution for the individual based on the defined personal profile.

71. (New) The method of Claim 70 further comprising:

identifying a personal style associated with the individual from the work pattern data wherein the personal profile further comprises the identified personal style.

72. (New) The method of Claim 70 further comprising:

defining a plurality of organizational information flow models and a plurality of information flow characteristics associated with each organizational information flow model;

collecting organizational data associated with the individual's work environment;

correlating the organizational data with the plurality of information flow characteristics associated with the organizational information flow models;

identifying the organizational information flow model that corresponds to the individual's work environment based on the correlation; and

refining the personal profile to comprise the identified organizational information flow model.

73. (New) The method of Claim 70 wherein the knowledge management solution comprises knowledge storage products.